



NEWS RELEASE

Tennessee Regulatory Authority

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TRA Issues Largest Fine for Telephone Slamming Against Telecommunications Service Provider

Nashville, Tennessee – The Tennessee Regulatory Authority (TRA), in an Order issued today, imposed a fine of \$1.6 million and revoked the operating license of a telecommunications service provider for violations of telephone slamming. Slamming is the practice of switching the telephone service provider of consumers without prior consent.

Texas-based EZ Talk Communications is a reseller of pre-paid telecommunications services. The company was found to have committed 1677 violations of telephone slamming against Tennessee consumers.

The TRA's outcome was the result of a 4-month investigation in which EZ Talk failed to respond to repeated TRA inquiries. The TRA's decision was reached during a recent Show Cause proceeding during which EZ Talk failed to appear.

"EZ Talk has ignored the TRA's jurisdiction," said TRA Director Pat Miller, who served as Hearing Officer in the case. "Slamming is a serious violation of the law and we hope this sends the message that telephone fraud in Tennessee will not be tolerated."

The TRA's investigation revealed numerous complaints from consumers against Delta Phones, another telecommunications pre-paid reseller. During the course of its investigation of the complaints against Delta phones, the TRA later learned that EZ Talk had switched Delta Phones' customers to EZ Talk without the customers' prior consent.

Customers who have had problems with EZ Talk Communications are advised to contact the TRA at 1-800-342-8359 to file a complaint.

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